

**DUTY STATEMENT**

GS 907T (REV. 08/01)

**SHADED AREA TO REFLECT RECLASS POSITION NUMBER ONLY****INSTRUCTIONS:** Refer to the Essential Functions Duty Statement Manual for instructions on how to complete the Duty Statement.

RPA-

**11297- FMD**

EFFECTIVE DATE:

<b>DGS OFFICE OR CLIENT AGENCY</b> Facilities Management Division		<b>POSITION NUMBER (Agency - Unit - Class - Serial)</b> - - -	
<b>UNIT NAME AND CITY LOCATED</b> Bay Region – Ronald M. George State Office Complex		<b>CLASS TITLE</b> Staff Services Manager II (Supervisory)	
<b>WORKING DAYS AND WORKING HOURS</b> Monday through Friday Day shift 8:00 a.m. to 5:00 p.m.		<b>SPECIFIC LOCATION ASSIGNED TO</b> 455 Golden Gate Ave., San Francisco, CA 94102	
<b>PROPOSED INCUMBENT (If known)</b>		<b>CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)</b> 308-440-4801-XXX	
YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.			
<b>BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS</b> Under general direction of the Assistant Branch Chief, the incumbent is responsible for facility and customer service oversight, budgetary preparation, administrative and supervisory oversight, and project management. The incumbent will initiate or recommend changes that promote innovative solutions to meet customer needs.			
<b>% of time performing duties</b>	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>		
	<p>The Department of General Services' (DGS) Core Values and Expectations of Supervisors and Managers are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS managers and supervisors are to adhere to the Core Values and Expectations of Supervisors and Managers, and to exhibit and promote behavior consistent with those values and expectations.</p> <p><b>This position is designated under the Conflict of Interest Code. The position is responsible for making, or participating in the making, of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.</b></p> <p><b>Although normal business hours are 8:00 a.m. - 5:00 p.m., incumbent may be called upon and expected to respond at any time of the day or night. The Facilities Management Division (FMD) will provide incumbent with a cell phone for this purpose. Cell phone messages shall be returned promptly.</b></p> <p><b><u>SPECIAL REQUIREMENTS</u></b></p> <ul style="list-style-type: none"> <li><b>THIS POSITION REQUIRES BACKGROUND INVESTIGATION CLEARANCE</b></li> </ul>		
<b>SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE</b>			
<b>SUPERVISOR'S NAME (Print)</b>		<b>SUPERVISOR'S SIGNATURE</b>	<b>DATE</b>
<b>EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT</b>			
The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.			
<b>EMPLOYEE'S NAME (Print)</b>		<b>EMPLOYEE'S SIGNATURE</b>	<b>DATE</b>

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40%	<p><b>DUTIES</b></p> <p>The incumbent provides facility and customer service oversight, budgetary preparation, administrative and supervisory oversight, and project management for the State-owned and occupied building and grounds. The supervision of staff may include subordinate skilled crafts supervisors, stationary engineers, and custodian supervisors. The incumbent applies sustainable work practices in the operation and maintenance of all building systems and equipment.</p> <p><b>ESSENTIAL FUNCTIONS:</b>  <b><u>Facility Oversight and Operations</u></b></p> <p>In order to ensure compliance with the Government Code and the Excellence in Public Building Initiative by following the FMD Operations Manual, operating manuals and manufacturer specifications:</p> <ul style="list-style-type: none"> <li>Assists in the establishment and implementation of short and long-term organizational goals, objectives, policies, and operating procedures; monitors and evaluates operational effectiveness and makes recommendations for changes required for improvement.</li> <li>Prepares and updates annually, a business operations plan by using MS Office, MAXIMO and/or ABMS to provide the groundwork for building operations and periodic activities reporting as outlined in the RESD/FMD Strategic Plan.</li> <li>Prepares written monthly activities statements with problem analysis and resolution recommendations using MS Office to record if building operational plan is meeting goals and objectives.</li> <li>Implements and oversees the administrative/fiscal programs and security programs.</li> <li>Develops and maintains a comprehensive preventive maintenance program that complies with the manufacturers operating and maintenance manual recommendations using Microsoft (MS) Office and MAXIMO.</li> <li>Directs implementation of the preventive maintenance program by training and directing subordinate staff using training manuals, Microsoft PowerPoint, on-the-job training, classroom, and written and verbal instruction.</li> <li>Conducts ongoing emergency response training for building tenants and DGS staff using training manuals and interactive discussion to ensure emergency preparedness for the facility.</li> </ul>
20%	<p><b><u>Budget Management and Reporting</u></b></p> <p>In order to manage and administer the unit's approximately \$1.1 million annual budget in accordance with the Department of Finance (DOF) guidelines, SAM Section 3500, Purchasing, and DGS Manual Sections 1004-1005, Budget and Fiscal, using Microsoft Office and ABMS to perform the following duties:</p> <ul style="list-style-type: none"> <li>Tracks expenditures and project cost variances to maintain budgeted parameters for current fiscal reporting years and succeeding fiscal year's operational and 5-year Special Repairs Plan.</li> <li>Prepares and monitors written analysis of expenditures to ensure appropriate spending of approved budgeted amounts.</li> <li>Oversees subordinate supervisor's analysis by reviewing their costs in order to seek ways to control and reduce square footage costs as compared to BOMA expense comparisons for government facilities.</li> <li>Directs the requisition, receipt, active and inactive inventory, and distribution of supplies, tools, and equipment through subordinate supervisors to accomplish sound fiscal and procurement practices.</li> </ul>
15%	<p><b><u>Administrative and Supervisory Responsibilities:</u></b>  <b><u>Employee Performance</u></b></p> <p>In order to effectively manage, coach, and direct subordinate staff in accordance with DGS constructive intervention process, Office of Legal Services direction, and established personnel, equal employment opportunity, and MOU provisions, policies, rules, and regulations:</p> <ul style="list-style-type: none"> <li>Identifies performance expectations utilizing probationary reports and/or Individual Development plans and convey expectations to the employee via written and verbal communication/direction.</li> <li>Monitors performance through various production documents, supervisor's daily reports, personal observations, and by following-up with employee to ensure that performance expectations are being met.</li> <li>Provides feedback to employees on performance noting exceptional performance as well as areas of improvement through regular discussions.</li> <li>Sustains employee performance using the departmental constructive intervention and progressive discipline principles and processes.</li> </ul> <ul style="list-style-type: none"> <li>Prepares daily, weekly and monthly management unit reports to Regional Manager using established</li> </ul>

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15%	<p>BPM forms and report formats.</p> <p><b>Staffing Level Responsibilities</b>  In order to maintain adequate staffing levels for maintenance, engineering, grounds or custodial operations in accordance with Section 14699 through 14973 of the Government Code, the Excellence in Public Building Initiative, and Building Office Management Association (BOMA) industry standards:</p> <ul style="list-style-type: none"> <li>Follows the FMD's Request for Personnel Action (RPA) process for recruitment of vacant or new positions.</li> <li>Reviews the duty statement and organizational chart provided by the Executive/Administration FMD Personnel Liaison (PL) for accuracy on the specific position being recruited.</li> <li>Posts the Employment Opportunity Bulletin (aka JOB) and the Local Post &amp; Bid (P&amp;B) form, if applicable, at the work sites of your employees.</li> <li>Conducts hiring interviews after verifying eligibility with the FMD PL.</li> <li>Advises all appropriate personnel of candidate selection/proposed hire securing departmental approvals, ensuring pre-hiring requirements (documents) are completed and cleared by the FMD PL, and proposed start date has been communicated to the FMD PL by email and/or telephone communication.</li> </ul> <p><b>Employee Leave Accounting</b>  In order to maintain an accurate reporting to the State Controller's Office (SCO) for issuance of correct payroll warrants of subordinate staff's time or accurate reporting to the Office of Fiscal Services (OFS) for the billing of services for clients through the use of the Project Accounting &amp; Leave (PAL) system in accordance with DGS policies and guidelines, MOU provision and State Personnel Board or Department of California Human Resources laws and rules, and effectively manages and directs subordinate staff in accordance with established Equal Employment Opportunity and personnel policies, rules and regulations:</p> <ul style="list-style-type: none"> <li>Grants or denies subordinate staff request for time off or requests to work overtime.</li> <li>Ensures subordinate staff has sufficient leave credits available for the requested leave.</li> <li>Oversees supervisors who enter subordinate's time in PAL system, i.e., time charged to projects, leave usage, approved leave without pay (dock or NDI), Absence without Leave (AWOL), etc.</li> <li>Approves PAL entries for subordinate staff on dock or AWOL on or before the designated SCO's semi-monthly or monthly payroll cut-off date in order to ensure issuance of a SCO warrant for pay day.</li> <li>Approves or disapproves PAL entries for subordinate staff within three (3) working days after the completion of the pay period. This is to ensure the correct issuance of a SCO warrant that is returned to SCO for late dock, issuance of correct overtime pay due to an employee and proper billing to clients for services rendered.</li> </ul> <p><b>Project Management</b>  In order to preserve the integrity of building design, maintain timeliness of schedule and quality control, and protect the State's investment and customer's ability to operate programs in accordance with the DGS Manual, SAM, RESD/FMD Strategic Plan, and the Excellence in Public Buildings Initiative:</p> <ul style="list-style-type: none"> <li>Acts as the primary FMD delegate coordinating accessibility or providing information to either assist customers in finding solutions to real estate needs or by working in conjunction with other operational branches or professional services in the planning, design, space alteration and construction-related activities and asset-managed buildings to facilitate a smooth construction process.</li> <li>Reviews job scope and plans, specifications and change orders, and monitors their progress through subordinate supervisors, technical staff, contract specifications or in conjunction with the Professional Services Branch and/or Project Management Branch.</li> <li>Makes qualified 5-year Special Repairs recommendations to FMD Executives and Fiscal Management Unit as part of the annual budget preparation in order to maintain the highest and best use of assigned buildings by preparing and submitting Capitol Outlay Special Repair Update Sheets, Energy Efficiency Measures Tier I/II lists, and Sustainable Buildings Measures Tier I/II lists.</li> <li>Manages approved Special Repairs projects, providing monthly status reports to the Regional Manager, by coordinating team efforts of the RESD Branches using applicable real estate industry standards and principles in defining job scope, planning, designing, procuring, and contracting.</li> <li>Maintains cooperative team relations by facilitating ongoing interaction with other RESD units and/or branches responsible for elements of project completion, contractors, building staff and tenants during project construction.</li> </ul>

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10%	<ul style="list-style-type: none"> <li>Proactively participates in resolution of project problems to promote a positive tenant experience by holding regular tenant and project meetings, and researching industry standards and recommending solutions.</li> <li>Responds promptly to emergencies via telephone and personal visits to the property or area to assess overall damage caused by emergency event(s) and to ensure damage mitigation and effects organized, prompt and timely repair.</li> </ul> <p><b><u>Health and Safety</u></b></p> <p>In order to maintain a safe and healthful environment for the benefit of all employees and the public, under the direction of the Regional Manager and FMD Environmental Safety and Health Unit (ESHOP), in accordance with the rules, regulations and guidelines set forth in the Occupational Safety and Health Administration (OSHA), Safety Training, Injury and Illness Prevention Program (IIPP) (Title 8), and Workers' Compensation (Title 8):</p> <ul style="list-style-type: none"> <li>Ensures compliance in handling of hazardous materials, injury and illness prevention, asbestos awareness, blood-borne pathogens and use of environmental safeguards by attending ESHOP organized training classes.</li> <li>Directs subordinate staff in the administration of health and safety programs pertaining to air toxics, emissions, CFCs; asbestos; PCBs, pesticides, hazardous wastes; safety training, injury and illness prevention (Title 8), and workers' compensation by inspecting physical work locations and evaluating workplace hazards and promoting IIPP objectives.</li> <li>Ensures that IIPP plans are updated and that records and reports are properly completed by coordinating with the designated Branch or Unit Safety Coordinator.</li> <li>Leads team and acts as the Safety Coordinator in developing, executing and training the tenants in the plans for Emergency Response; Disaster Recovery; Continuity of Business Plan; and Hazardous Materials and Waste Manifest by creating and/or conducting regularly scheduled emergency response team meetings in accordance with published guidelines and CHP and DGS guidelines.</li> <li>Collaborates with and directs staff to comply with routine building inspections of all areas and completion of periodic reports by written and verbal communication.</li> <li>Directs staff in the performance of biannual asbestos inspections, and distribute annual asbestos notifications to tenants via mail, e-mail and/or personal delivery by providing written procedures and/or training.</li> <li>Oversees that the appropriate staff is asbestos trained and medically certified by maintaining training records and/or written certification from ESHOP verification obtained by immediate supervisors.</li> <li>Directs payment by having ABMS service orders completed and invoices properly processed in accordance with DGS Fiscal Services for hazardous waste taxes, fees and permits in compliance with EPA laws in order to prevent fine assessments.</li> <li>Coordinates prompt correction of potential OSHA violations by issuing correction guidelines using Maximo work tickets or contract services in order to provide a safe building environment and prevent assessment of costly fines.</li> </ul> <p><b>MARGINAL FUNCTIONS</b></p> <p>Ensures that the technical building operations manuals or technical equipment functions are understood by the appropriate staff by providing training or assigning the reading of same in order to provide compliance with the general functions of the branch as mandated by Government Code Sections 14600 through 19473 and the Excellence in Public Buildings Initiative.</p> <p>Oversees and directs the performance of corrective work including, but not limited to, resetting computer controls for buildings' systems such as life safety, mechanical, lighting, security in order to return a building to normal function in accordance with owner's manuals by following the manufacturer's operating guidelines and specifications.</p> <p><b>KNOWLEDGE AND ABILITIES:</b></p> <p><b>Knowledge of:</b> Principles, practices, and trends of public and business administration, including management and supportive staff services such as budget, personnel, management analysis, planning, program evaluation, or related areas; principles and practices of employee supervision, development, and training; program management; formal and informal aspects of the legislative process; the administration and department's goals and policies; governmental functions and organization at the State and local level; department's Affirmative Action Program objectives; and a manager's role in the Affirmative Action Program</p>

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	<p>and the processes available to meet affirmative action objectives.</p> <p><b>Ability to:</b> Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies; manage a complex Staff Services program; establish and maintain project priorities; develop and effectively utilize all available resources; and effectively contribute to the department's affirmative action objectives.</p> <p><b>DESIRABLE QUALIFICATIONS:</b></p> <ul style="list-style-type: none"> <li>The incumbent will be required to possess and maintain a valid CA Driver's License, Class C in order to drive self, staff, supplies and/or equipment from one building site to another while driving a State vehicle in order to perform the duties of the Staff Services Manager II, Ronald M George State Office Complex, Bay Region.</li> </ul> <p><b>SPECIAL PERSONAL CHARACTERISTICS:</b></p> <ul style="list-style-type: none"> <li>Willingness to work in any regional location.</li> </ul> <p><b>INTERPERSONAL SKILLS:</b></p> <ul style="list-style-type: none"> <li>Work well with a team; motivate staff; deliver high quality customer service; maintain good working relationships; communicate information, both verbally and in writing, in a clear and concise manner.</li> <li>Display efficiency, effectiveness, conscientiousness and professionalism.</li> </ul> <p><b>ADDITIONAL QUALIFICATIONS:</b></p> <ul style="list-style-type: none"> <li>Work independently, organize, and set priorities.</li> <li>Broad understanding of real estate principles and business management.</li> <li>Education equivalent to completion of the twelfth grade.</li> </ul> <p><b>WORK ENVIRONMENT/PHYSICAL OR MENTAL ABILITIES:</b>  <b>WORK ENVIRONMENT</b></p> <ul style="list-style-type: none"> <li>Work in a low-rise (6 floors and lower) to high-rise (7 floors and higher) office-building environment.</li> <li>Professional office environment.</li> <li>Wear appropriate business attire for the work environment.</li> <li>Occasional exposure to mechanical equipment open and confined spaces.</li> <li>Occasional exposure to noisy work areas, equipment or machinery.</li> <li>Willingness to work in any regional location and to work hours necessary to mitigate a building emergency, meet deadlines or complete tasks.</li> </ul> <p><b>PHYSICAL ABILITIES</b></p> <ul style="list-style-type: none"> <li>Typical work activities involve frequent and prolonged periods of standing, walking extended distances, bending, stooping, kneeling or squatting while performing duties.</li> <li>May climb stairs and/or ladders.</li> <li>Reach or stretch by extending hand(s) or arm(s) in any direction.</li> <li>Move about and work in confined spaces.</li> <li>Drive a State Vehicle to field locations.</li> </ul> <p><b>MENTAL ABILITIES</b></p> <ul style="list-style-type: none"> <li>Make prompt decisions and meet ever-changing deadlines.</li> <li>Broad understanding of real estate principles and business management.</li> </ul>

